



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

ERP SYSTEM ADMINISTRATOR

Class No. 000998

■ CLASSIFICATION PURPOSE

To manage, plan, direct and oversee the system application activities related to the administration, implementation and maintenance of a Countywide Enterprise Resource Planning (ERP) system application, and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is an unclassified management class allocated to departments that have responsibility for a part of the Enterprise Resource Planning (ERP) system. Under administrative direction, this classification has significant responsibility for formulating policy and managing a portion of the ERP system. Incumbents work closely with the contracted I.T. database administrator, and information technology staff and ERP Functional Analysts or "super users" to ensure that workflow system functionality is being effectively deployed, maintained and used to support and enhance business communications and work cycle efficiency. This classification is distinguished from the Departmental IT series in that the latter is responsible for the management and review of IT related activities within a department. This classification is also distinguished from Technology Manager in that the latter is allocated only to the County Technology Office and facilitates strategic and operational planning to ensure the compliance of vendors and departments with the county's IT programs.

■ FUNCTIONS

The examples of essential functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Plans, directs, organizes, coordinates, and evaluates staff activities involved in identifying database resources, systems, and support.
2. Establishes standards and procedures for optimum design, access, response, and expansion of the database system.
3. Reviews system integrity, security, recoverability and expansion of the database system with subordinate staff.
4. Consults with system and application programmer/analysts regarding program modification and transaction processing.
5. Identifies, designs and implements solutions or escalates to technical support.
6. Acts as liaison with other public and private agencies and provides information to County department's and/or agency representatives on departmental activities and application of technology related to computer services.
7. Supervises subordinate staff in all of the following areas: position management, workflow, budget and finance and time collection.
8. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.
9. Prepares executive level technical reports and correspondence.
10. Minimizes unplanned downtime through proactive planning and resource management.
11. Maintains logs and records.

POSITION MANAGEMENT OPTION

Essential Functions:

All the general functions listed above and

1. Supervises/manages, the unit responsible for maintaining countywide positions.
2. Keeps apprised of Board action as it relates to positions.
3. Develops and oversees position management policy and business rules.
4. Explains policy, procedures, and recommendations in regards to positions.
5. Provides direction and administrative training to departmental personnel regarding BRASS system and how the County classifies positions.

WORKFLOW OPTION

Essential Functions:

All the general functions listed above and

1. Administers the workflow of an ERP data base application.
2. Oversees the review of security procedures and data base restructuring/organization plans.
3. Monitors workflow lists and monitors and analyzes existing workflow configurations.
4. Reviews functional specifications for information technology analysts to prepare programs or modifications to existing workflow programs.
5. Provides expert instruction, assistance, and support services to super-users on workflow.
6. Utilizes knowledge of ERP systems and their action/reason codes or functionality to identify processes and construct process flows.
7. Troubleshoots workflow system problems, identifies, designs and implements solutions or escalates to technical support.
8. Reviews and analyzes the accuracy and speed of workflow and recommends policy and/or procedure changes.
9. Monitors, administers and troubleshoots automatic notification/workflow issues.
10. Works with system security to ensure workflow functionality is appropriately utilized and monitors changes in organizational structure to maintain appropriate workflow processes.
11. Monitors system performance and performs maintenance and/or corrective work to maintain or improve system speed, reliability and performance.
12. Delivers focused expertise at critical stages of system deployment and strategic planning for negotiated or Board directed changes.
13. Acquires and maintains up-to-date knowledge required to administer a systems workflow.

BUDGET/FINANCE OPTION

Essential Functions:

All the general functions listed above and

1. Administers the budget and finance areas of the ERP system.
2. Provides guidance and expert support services through the ERP Systems Functional Analyst to Agency/Groups.
3. Works closely with other Functional Analysts to ensure complete and accurate data is being entered into the system.
4. Oversees the maintenance and security of the system.
5. Ensures that the end user has optimum use of the budget/finance applications.

6. Provides diagnostic support and input into improving system reliability, availability and performance.
7. Ensures the rapid and effective deployment of all budget/financial system upgrades.
8. Acts as a liaison between application end-users and technical support services.
9. Helps prevent and solve technical problems.
10. Delivers focused expertise at critical stages of system deployment.

TIME COLLECTION OPTION

Essential Functions:

All the general functions listed above and

1. Provides expert time collection system oversight, instruction, assistance, and support services to super-users.
2. Works as a team member with accounting, information technology, human resources and administrative personnel to develop and administer time collection solutions.
3. Exercises comprehensive budgetary authority for establishing pay rules and codes, maintaining core set-up tables, and auditing time collection records.
4. Consults with departments on time collection activities, recommends solutions and timesheet design, and assists departments with streamlining time collection processes.
5. Provides authoritative information and training materials to departmental personnel on changes to the time collection system, which includes policy or operational procedures.
6. Administers the configuration of the time collection system to reflect organizational changes and negotiated changes to compensation.
7. Utilizes and prepares functional specifications for information technology analysts to prepare programs or modifications to existing time collection system configuration.
8. Reviews change proposals, which include cost estimates and identification of solutions and constraints.
9. Costs out system modifications resulting from negotiated labor settlements or other changes in policy.
10. Works with application administrators, security administrators, operational services and end-users to maintain application configuration.
11. Facilitates development of test scenarios, scripts and acceptance criteria for the testing of approved changes to the time collection system.
12. Researches system functionality to prepare modifications to existing security tree configurations.
13. Reviews and analyzes the efficiency and effectiveness of time collection methods and recommends policy and/or procedure changes.
14. Monitors system performance, administer and troubleshoots interface and database issues.
15. Delivers focused expertise at critical stages of system deployment and participates in strategic planning for negotiated and/or Board directed changes.
16. Coordinates project activity/task related issues from applicable Oracle modules project/grants and performance measurement.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Workflow and automated notification.
- Security tree requirements.
- Functionality connections and integration touch points within and between fiscal and ERP Systems.
- Principles of ERP systems for governments or educational entities.
- Business process map flow preparation and use.

- Principles of application integration points between time collection, payroll, projects and grants and human resource functions.
- ERP system administration.
- Pay rules, leave accruals, and accounting flex fields.
- Cost accounting, activity/tasks, and overheads.
- Data collection and classification procedures.
- Data base structure, installation, design, access, extraction, storage, security and recovery procedures and methods.
- Data base problem identification, tracking, and vendor support.
- Principles and techniques of supervision, training, and general business administration.
- Reference and on-line help materials.
- County customer service objectives and strategies.
- General Management System in principle and in practice.
- Systems analysis methods.
- Modern methods and state-of-the-art technology related to information systems.
- Federal, state, and local laws and regulations related to confidentiality.

Skills and Abilities to:

- Establish and implement procedures and standards for the design, installation, and operation of data base systems used on a countywide basis.
- Provide expert instruction to functional analysts and end-users in person or over the telephone.
- Detect and direct application/systems problems to technical support.
- Perform technical system and application studies.
- Prepare queries for workflow .
- Document database environment, standards, and procedures.
- Identify and resolve operational problems.
- Prepare executive-level correspondence and reports.
- Provide training and presentations on ERP application workflow processes, functional possibilities, query preparation and other related matters.
- Supervise, train, and evaluate the work of subordinate staff.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience, that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: possession of a bachelor's degree in human resources, business or public administration, or a closely related field; AND, one (1) year of full-time experience working with an ERP system application group for a public or educational employer.

Note: Additional years of experience performing duties comparable to those stated above may substitute for the education requirement on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials and continuous upward and downward flexion of neck. Essential and non-essential functions may require maintaining physical condition necessary for standing or sitting for prolonged periods of time.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

None required.

Working Conditions

Office environment; exposure to computer screens. Occasional evening/weekend or on call work may be required.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).

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